

Effective Communication

At Incey Winceys Day Nursery and Preschool we are aware that effective communication is key in everything we do.

Phone Calls During the Day

Parents are given the nursery contact details as follows:

0208 518 8001

The options that follow are; **1- for the office, 2 - for the baby room, 3 - for the Ants room, and 4 - for the preschool.**

Parents are welcome to phone the rooms directly with questions that can be dealt with by the key persons or room leader. This is particularly encouraged during the settling in period, to put the parent's mind at ease. However, it is explained to parents that excessive calling throughout the day to check how the child is, takes away time the key person would be spending with the key child and the other children. Therefore, they are discouraged from calling repeatedly unless it is an emergency.

The staff in the room will call the parent if they have an emergency, and if they cannot reach them on the contact numbers provided, the emergency contacts will be called.

For parents calling the Office, they are aware that it is open from 9am-4:30pm Monday to Friday, and in the case of phoning to let staff know they are running late, the parent must telephone the room directly. Management pride themselves on the amount of time they spend with the children and staff, therefore at times the phone may be diverted to alternative rooms, **the most effective way to get in touch with Management is through Famly** or via email- inceywinceysashamanager@outlook.com (Asha) or inceywinceys@live.com (Hannah) or Abbie abbie.inceywinceys@outlook.com.

If the parent cannot get an answer on a certain number e.g. the office, they are encouraged to call the room directly or send a message via Famly.

Mobile Phones

There is a **no mobile phone policy** anywhere within the main nursery or preschool, and particularly when around the children. This is due to safeguarding the children in our care, but also to enable effective

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communication between the key person and the parent at the beginning and end of the day. The information shared at these points is often of importance and if the parent is on the phone, the communication is affected and often messages are not passed on, and therefore it is not constructive in building strong relationships.

We ask the parents to make sure that they are not on the phone at all in the building, but particularly when dropping off or collecting their child for this reason.

Dummies

To support the child's development, in particular their communication, we operate a no dummy during play policy. We are flexible with this during the settling in period, but throughout the nursery we only allow dummies to be used as a comfort during sleep times or times of ill health or discomfort.

In the preschool we do not allow dummies at all.

Famly

Throughout the nursery and preschool, we provide a written account of each child's day on the child's Famly profile page which covers information around food, toileting and sleep times. On the child's learning journey staff upload observations and assessments to chart the child's development. Parents are encouraged to leave notes and reply to messages. Every parent gets verbal feedback at the end of the day, and any parent wishing to stay and talk in detail should arrive with adequate time before the nursery closes at 6pm to allow staff to finish their shifts on time and complete their duties.

Development is discussed in detail twice a year, at Parents Evenings and each parent is booked an appointment time with their key person. This meeting may be on the phone if a face-to-face appointment cannot be arranged.

If the parent has any concerns about their child's development, they should contact the SENCo (Hannah) who is always happy to advise parents – email inceywinceys@live.com or send Hannah a message on Famly.

Staff Absences

Revised on 9th October 2026

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As stated in the **Key Person Policy** each child has a secondary key person as well as a key person, to ensure there is another carer who knows the child well.

Parents should be made aware of who their child's secondary key person is so that in the times of the key person's absence, the parent knows who to go to. Wherever possible this information is displayed.

Staff should give the parents as much notice of their holidays and annual leave as possible and should keep the nursery or preschool abreast when returning from sickness related absence, to allow the room leader and other staff in the room to create a contingency plan for the child's care. This includes maternity and paternity leave.

Staff Hand Overs

The transition between the staff on different shift patterns leaving is staggered, usually from 4:30pm-6:00pm and messages are passed on verbally or written on Famly.

Handovers will be carried out in English. A family with EAL will receive a written description of the day to allow them to translate as appropriate.

Staff Conduct

Staff understand that only the English language is to be used within the nursery and that even if they speak the same language as a child with English as an additional language (EAL) and they understand a child, they should use English to converse. However, staff can use their knowledge of another language to assess a child's understanding and speech as appropriate. Staff ascertain a list of words that the child is familiar with and work with the parent to compile this list for everyone to use.

The mother tongue is to be encouraged to be used at home to allow for the natural learning of this language and avoid grammatical errors etc of an EAL person speaking English. This applies to speaking to families and visitors and unless in an emergency or where no English is understood whatsoever, English is to be the main spoken and written language of the nursery.

The staff speak English to allow for the communication to be understood by all, and visitors are encouraged to do the same if possible. Staff may use their language skills to help translate certain words or phrases but staff will not

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converse in a language other than English to ensure everyone can be part of the conversation.

Staff should have a good understanding of spoken and written English and if necessary, should access English classes to help with this, however the nursery embraces everyone and understands different cultures, ethnicities, languages and religions bring a diverse experience and breadth of learning opportunities for all and therefore would not discriminate.

Feedback from the day is appropriate and wherever possible, positive. Staff are mindful about who else is in the room if discussing unwanted behaviour at handovers, and if necessary, a separate meeting may be arranged to allow for this to take place with the required privacy.